Performance Measures

Q2 Report (October - December 2012)

To ensure stakeholders can review the Board’s progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume
Number of complaints and convictions received.

Q2 Total: 988
Complaints: 487  Convictions: 423
Q2 Monthly Average: 303

Intake
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 20 Days
Q2 Average: 22 Days
**Intake & Investigation**

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target:** 210 Days

**Q2 Average:** 270 Days

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<th>October</th>
<th>November</th>
<th>December</th>
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<tbody>
<tr>
<td>Target</td>
<td>210</td>
<td>210</td>
<td>210</td>
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<tr>
<td>Actual</td>
<td>268</td>
<td>229</td>
<td>290</td>
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**Formal Discipline**

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

**Target:** 540 Days

**Q2 Average:** 882 Days

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<tr>
<td>Target</td>
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<tr>
<td>Actual</td>
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<td>889</td>
<td>903</td>
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**Probation Intake**

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

**Target:** 30 Days

**Q2 Average:** 22 Days
Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 7 Days
Q2 Average: 4 Days